



INDIANA ELIGIBILITY MODERNIZATION

Indiana Public Health and Assistance Helpline Q&A

In conjunction with FSSA and Eligibility Modernization, Mental Health America of Indiana is providing an opportunity for applicants and clients to provide feedback, offer a suggestion, or compliment the changes made to public assistance in Indiana. The Indiana Public Health and Assistance Helpline is available for questions regarding Food Stamps, Cash Assistance (TANF) and Medicaid. The following are common questions and answers regarding the Indiana Public Health and Assistance Helpline.

Q: What resources are available to assist me with problems related to my application for Food Stamps, Cash Assistance (TANF) or Medicaid?

A: If you live in a county where Eligibility Modernization has been implemented, please contact the Call Center at 1-800-403-0864 between 7am and 7pm local time.

If you live in a county that has **not** transitioned to the new system, please call 1-800-622-4932 between the hours of 8am – 4:30pm.

Q: I live in a county where Eligibility Modernization has been implemented and I am not able to resolve the issues with my application or assistance. What should I do?

A: Have you contacted the Call Center? If not, please call 1-800-403-0864 between the hours of 7am – 7pm local time.

If you have contacted the Call Center and have not received an answer or solution, you may contact the Indiana Public Assistance Helpline at 1-877-2-IND-AID (1-877-246-3243).